



Driver Training Program

In order to be activated as a driver on the Hitch platform, a candidate must complete Hitch's application process, training, and orientation. We have implemented a three-tier application process which integrates training, consisting of a phone conversation, on-site introduction, and on-road test. Successful completion of the three includes the driver in a group orientation, and provides access to supplemental training material.

Initial Screen

The initial screen serves to give the candidate a high-level overview of Hitch, introduce them to the concept of real-time route-sharing, and check that the applicant meets the criteria set by the Commission. Hitch conducts background checks and DMV checks independently to confirm that they meet the requirements.

On-site training

Bringing the driver on-site serves to familiarize them with the app and train them on the features of Hitch. The one-on-one conversation takes place over an hour, in which we train the driver on the app and general safety. We demonstrate use-cases in which a passenger would book a Hitch and demonstrate the passenger-facing feature-set. We then cover the following with respect to the driver-facing portion of the app:

- Hitch as an app is designed and meant to be hands-free. If ever you need to actively use the app, make sure you are parked safely.
- The driver is notified of any changes via push notification, which are displayed prominently and persistently. Any configuration changes that need to be made to the driver's phone (with respect to push notifications) are made during the training.
- Hitch integrates seamlessly with a navigation app of the driver's choosing. We demonstrate how to configure this setting and make sure the applicant is comfortable with the selection.
- The driver can see a photo of the passenger in the driver screen. They also have the ability to communicate via an anonymized phone number (safe for both passenger and driver).
- In addition to photo, the driver is shown how many members in the party. For the sake of safety, we ask that drivers disallow a riding party, which exceeds the number of members displayed. On the passenger side, we limit the size of a party based on the vehicle size, so there is never a situation in which an unsafe number of passengers are riding.



- We demonstrate the direct-line of contact available to the driver. A 24/7 support number is provided in-app for any/all issues that take place—accidents, discomfort, safety concerns, rude passengers, etc.
- Drivers are given a discrete mechanism through which they rate passengers. On Hitch, there is driver-to-passenger, passenger-to-driver, and passenger-to-passenger rating system.
- We explain that Hitch is a cashless, exclusively-in-app TNC. Cash cannot and should not be exchanged, and passengers can only be picked up as they book through the platform.

Throughout the conversation, we encourage and field any questions the candidate has.

In-person drive

Following the on-site conversation, a member of the Hitch team rides with the applicant to assess the impact of the on-site training, evaluate the applicant's driving, and provide additional hands-on training. We internally set the applicant into an intermediary driver state, where the driver app is functional, but no live passenger pairings can be made. Using this state, we emulate a Hitch ride, and observe the applicants' handling of the app. Any issues are noted, but we look to mimic the experience as it would exist with a true passenger. Namely, the staff member does not actively instruct how to use the app at this phase of training, but rather observes. Any errors in training are corrected, giving us the opportunity to iterate with the applicant. We provide feedback by the end of the drive.

During the in-person drive, Hitch also conducts the 19-point inspection mandated by the Commission.

Orientation

Assuming successful completion of the above, we follow-up with criminal background and DMV checks on the driver. We invite the candidate to our on-site orientation, in which we train on Hitch cultural values, introduce the new batch of successful applicants to one another, and screen several videos that help to familiarize drivers with the in-car experience at Hitch.

Driver Files

We keep the driver application, the background/DMV checks filed, a copy of insurance, a copy of the vehicle's registration, and a copy of the driver's license on file. Our application tracks the time intervals during which the driver was on our system, along with aggregate distance measurements to track overall mileage traveled. These are logged persistently.



Ongoing Development

We take the professional proficiency of our drivers seriously, and are actively developing programs to better educate our drivers. As we anticipate operating exclusively in San Francisco for the next 6 months, we are implementing an online Udemy course (interactive quizzes, tips for navigating around SF, educational resources surrounding on-road regulation) to help our drivers in San Francisco. The course will likely be tiered with respect to rigor, but successful completion of the entire course would be incentivized internally with "expert status," recognition, and potentially financial incentives. We are also building a community platform, where drivers can share tips amongst themselves.

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